

**DIVISION OF
ADMINISTRATION**

**TRAVEL (T-CARD)
POLICY**

FY2014 - 2015



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BOBBY JINDAL
GOVERNOR



KRISTY H. NICHOLS
COMMISSIONER OF ADMINISTRATION

State of Louisiana

Division of Administration
OFSS

DIVISION OF ADMINISTRATION

EFFECTIVE DATE: September 30, 2014

SUBJECT: Travel Card Policy

AUTHORIZATION: _____

I. POLICY:

The State Liability Travel Card is a Visa Card issued by Bank of America to the State of Louisiana that may be used by agency employees for authorized travel related accommodations/services.

The Travel Card is the agency's preferred primary tool for purchasing business related items under \$5,000. Cardholders must follow State of Louisiana purchasing policies and strive to obtain the maximum ultimate value for each dollar of expenditure.

Agency participation requires annual review of the Travel Card Program by the agency Internal Audit Section.

This policy and the related procedures along with the use of the Travel Card and CBA program do not negate any current requirement and/or allowances in PPM49, including the travel authorization/expense forms which must be completed for all non-routine travel, conferences and out of state travel, as well as, Purchasing Policies, Rules and Regulations, Louisiana Statutes, or Executive Orders, if applicable, and all must be followed when using and administering the Travel Card and this policy

II. PURPOSE:

The purpose of this policy is to provide guidance to agencies that have the Office of Finance and Support Services (OFSS) in the Division of Administration serving as their Program Administrator of their Travel Card Program. Questions regarding this policy should be directed to the OFSS Deputy Undersecretary:

Charlotte Hawkins, CPA
Interim Deputy Undersecretary
(225) 342-0700
Charlotte.hawkins@la.gov

The use of the Travel Card will enable employees to purchase travel related accommodations/services with the convenience of a credit card to offset allowable expenses in accordance with PPM49. It simplifies the travel and payment process and expedites receipt of goods. The Travel Card provides significant cost savings to the State of Louisiana while providing electronic control and accountability.

III. APPLICABILITY:

This policy shall be applicable to all employees in all agencies who have the OFSS serving as their Program Administrator for the Travel Card Program. The OFSS Program Administrator contact information is:

Tanitta Chambers-Lacey
Program Administrator
(225) 342-2186
Tanitta.Chambers@la.gov

This policy applies to the Division of Administration (DOA) Sections:

Office of the Commissioner; Community Development; Computing Services; Contractual Review; Facility Planning and Control; Finance and Support Services; Human Resources; Internal Audit; Planning and Budget; State Buildings; State Lands; State Procurement; State Register; Statewide Reporting and Accounting Policy; State Uniform Payroll

This policy applies to the following DOA Ancillary Agencies and future Ancillary agencies created as the result of statewide consolidations::

Office of Group Benefits; Office of Technology Services; Office of Telecommunications Management; Louisiana Federal Property Assistance; Louisiana Property Assistance; Office of Risk Management; Administrative Services; Office of Aircraft Services

This policy applies to the following agencies DOA serves:

Office of the Governor; Indian Affairs; Inspector General; Mental Health Advocacy; Louisiana Public Defender Board; Board of Elementary and Secondary Education; Board of Regents

IV. PROCEDURES:

A. General Guidelines

The purpose of this Travel Card Policy Manual is to provide guidelines for the issuance and use of the Travel Card along with instructions for reconciliation and review of transactions. The Manual will be reviewed for adequacy by the agency Travel Card Program Administrator at least annually.

All Travel Cards are issued with corporate liability, under which the state is liable for the cost of the purchases. The program is based on the strength of the State's financial resources, not the personal finances of the cardholder. Travel Cards are issued in the name of the State of Louisiana employees only.

Each Section/Agency is required to assign an individual to serve as their Travel Card Coordinator. The Coordinator will be the contact person responsible for providing the Travel Card Administrator with supporting documentation to ensure Section/Agency program compliance.

B. Card Issuance Guidelines

1. **Privilege Determinations:** Travel Cards may be issued to "permanent, regular-status" employees only. No student employee, or temporary status workers such as job appointments, WAEs or contract workers may be issued a Travel card. Cardholders must be approved by appropriate agency authority and distributed only to frequent travelers, based on the request of a supervisor, manager or department head. The issuance of a travel card should never be an automatic process upon hiring.

The cardholder's approver must be a supervisor of the cardholder which should be at least one level higher than the cardholder. The approver must be the most logical supervisor who would be most familiar with the business case and appropriate business needs for the cardholder's transactions.

To ensure adherence to these guidelines, the Agency/Section Coordinator is required to complete and submit the "Cardholder Enrollment Form" to the Program Administrator.

Participant Roles: Travel cardholder transactions are administered, monitored and reviewed through personnel holding the following roles: Program Administrator, Department Head, CBA Administrator and Auditor. Personnel holding these roles cannot be issued a Travel card.

Approvers of cardholder transactions are allowed to also be a cardholder. However, when an Approver is a cardholder, the monthly audit and sign-off in the Workflow

system of the Approver's transactions must be fulfilled by someone who is at least one level higher than the Approver.

When an Approver is a cardholder, the "Dual Role Exemption Form" must be completed providing support that the monthly audit, sign-off in Workflow System and other approver responsibilities, for the approver's transactions, are being fulfilled by someone at least one level higher than the approver.

Employees whose state's individual liability travel card account has been revoked due to charge-offs and or non-payment cannot be issued a Travel Card.

The Cardholder Enrollment Form must be completed by the cardholder, signed by the Agency/Section Head and forwarded to the Coordinator for further forwarding to the Travel Card Administrator

2. **Cardholder Enrollment Form:** Cardholders are required to complete the Cardholder Enrollment Form, located on the OFSS website at http://www.doa.louisiana.gov/OFSS/ofss_forms.htm under Travel Card forms to become an authorized user. The Enrollment Form is completed by/for the employee and Agency/Section Coordinator and must be signed by the Agency/Section Head and the Appointing Authority to indicate authorization, cardholder-spending limits, and cost allocation information. Spending limits should be determined based on the cardholder's job responsibilities, anticipated card usage levels, historical spending patterns, and budget limitations. The completed form with the required signatures is submitted to the Travel Card Administrator, who will order the card from the bank and maintain the form in a cardholder file.

No employee may qualify for a Travel Card if their State of Louisiana Corporate Travel Individual Liability account has been revoked due to charge-offs and/or non-payment or if their account currently has a balance. All accounts must be paid in full prior to consideration for a Travel Card.

3. **E-mail Address:** Cardholders name and business email address must match. If different for any reason, prior approval from the Commissioner of Administration/or his designee must be received or the email address as maintained in Microsoft Outlook must be changed. The cardholder will be responsible for ensuring the email address is changed prior to receiving approval for the card.

The Agency/Section Coordinator should verify that the e-mail address on the Cardholder Enrollment Form matches the e-mail address in Microsoft Outlook prior to submitting the Cardholder Enrollment Form.

Cardholders and Travel Card Coordinator will be notified by the Travel Card Administrator when the Travel Card is ready for release. The card will be distributed to employees only after successful completion of cardholder training, securing appropriate approvals, and submission of required forms.

4. Annual Requirements

Online Course: Cardholders, approvers and program administrators are required to take online training before role responsibilities and card travelling privileges can be granted. Participants are required to pass the course with a score of at least 90%. The score or certification should be printed and sent along with the Cardholder Enrollment Form to the Travel Card Administrator.

An e-mail will be forwarded to all Agency/Section Coordinators annually in June to remind them of the annual online course recertification for all cardholders.

The location of the online courses is the Louisiana Employees Online (LEO) System. It is a web-based training. Once you log on to LEO, go to "My Training," Go to the "Search" Function, in the "Search Term" ask it to find: OSP. Three courses will come up for OSP Travel Card Cert. Select the applicable course.

a. Cardholders –Travel Card Program – Cardholders

The course must be taken for new cardholders prior to receipt of the Travel Card, as well as annually, for all cardholders to continue to possess a State of Louisiana Travel Card. Must achieve a score of at least 90% to pass course. Annual re-certification is required every July, no matter the initial date of card issuance.

b. Approvers – Travel Card Program Cardholder – Approvers Course

This course must be taken for new cardholder approvers prior to being assigned as a cardholder's approver, as well as annually, to continue assignment as cardholder approver for the State of Louisiana LaCarte Purchasing Card Program. Must achieve a score of at least 90% to pass course.

c. Agency Travel Card Program Administrator – Travel Card Program Administrator Course

This course must be taken for new program administrators prior to being assigned as an agency program administrator, as well as annually, to continue assignment as program administrator for the State of Louisiana Travel Card Program. Must achieve a score of at least 90% to pass course.

5. **Agreement Form Completion:** Cardholders, Approvers and Administrators are required to complete the “Agreement Form” annually. The forms are located on the OFSS website http://www.doa.louisiana.gov/OFSS/ofss_forms.htm and must be completed prior to a Travel Card being issued.
6. **Card Expiration (3 Years):** Cards will automatically be replaced/renewed prior to the Travel Card’s expiration date by the issuing bank. Cardholders must recertify annually by taking the online course and achieving a passing score of 90 prior to receiving the renewal Travel Card. All replacement/renewed cards will be sent to the agency’s program administrator for proper distribution.

C. Training Guidelines

Cardholders, Agency/Section Travel Card Approvers and Administrators are required to successfully complete the OSP Travel Card online training tutorial prior to applying for a card or assuming role responsibilities and must re-certify annually each July. Participants must receive a score of 90% or above. Following successful completion, cardholders, approvers and administrators must review a Power Point led demonstration of the DOA Travel guidelines offered by the OFSS and provide written acknowledgement of acceptance and implementation. The online and Power Point trainings are required annually.

Agency Heads / Section Heads are required to ensure that Approvers and Coordinators complete the “Travel Card Cardholder Training & Certification” online training tutorial and review the Power Point policy guidelines initially and annually thereafter.

The Power Point is designed to reinforce the responsibilities of being a cardholder, approver and/or coordinator. It will introduce the cardholder, approver and/or coordinator to the WORKS Workflow System and demonstrate how to review, allocate and sign-off on transactions, attach documents to the transactions and perform monthly reconciliations.

The location of the online courses is the Louisiana Employees Online (LEO) System. It is a web-based training. Once you log on to LEO, go to “My Training,” and go to the “Search Function”, in the Search Term ask it to find: OSP. Three courses will come up for OSP Travel Card Cert. Select the applicable course.

a. Cardholders – Travel Card Program – Cardholders

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This course must be taken for new cardholder approvers prior to being assigned as a cardholder's approver, as well as annually, to continue assignment as cardholder approver for the State of Louisiana Travel Card Program. Must achieve a score of at least 90% to pass course.

c. Agency Travel Card Program Administrator – Travel Card Program Administrator Course

This course must be taken for new program administrators prior to being assigned as an agency program administrator, as well as annually, to continue assignment as program administrator for the State of Louisiana Travel Card Program. Must achieve a score of at least 90% to pass course.

D. WORKS Workflow Guidelines

To allow for proper and complete program audits, all program participants, will be required to utilize WORKS Workflow, which is an online system through Bank of America.

Cardholders having submitted all required forms and certifications to the Program Administrator will be set up in the WORKS System by the Program Administrator. Upon set-up, the WORKS system will generate an e-mail notification to the cardholder informing the cardholder of their WORKS logon id and temporary password.

Cardholders will receive e-mail notifications from the WORKS System as the cardholder makes transactions. These transactions will post to the WORKS system that generates the e-mail notification to the Cardholders' approved state email address.

Cardholders will be required to review, allocate and sign off on their transactions. Receipts supporting the transactions must be uploaded in the WORKS system. All receipts and supporting documentation must be scanned and attached to the applicable transaction and not as one image for all transactions.

Cardholders are responsible for uploading receipts, signing off in WORKS, printing the Billing Cycle Purchase Log, attaching the original receipts to the log and forwarding to the Approver for review.

The cardholder should have uploaded all receipts and signed off on all transactions by the 8th of the month following the close of the billing cycle. Accounting information must be coded by the cardholder or approver for each transaction.

Cardholder Approvers will be required to review the cardholder purchases to ensure they were for applicable business purposes; and sign off on the cardholder's transactions upon transactions appearing in the Approvers pending file. The Approver should have all transaction signed off by the 11th of the month following the close of the billing cycle

After the Cardholder Approver signs off on the transactions in WORKS, the Cardholders should reprint the Billing Cycle Purchase Log and forward it, original receipts and the Billing Statement, if available, to the OFSS section/agency accountant by the 11th of the month. If the Billing Statement is unavailable, once received, it should be reviewed, signed, and immediately forwarded to OFSS.

Each card will be assigned a default account coding, as identified on the Travel Card Request Form, to which transactions will be automatically charged. Charges must be redistributed to the appropriate general ledger expense account, as well as the appropriate Account Coding if necessary, through the Agency's web based redistribution system, Works Travel Card Manager. Travel Card transactions are loaded to WPM daily by the bank and remain available for review and redistribution for 7 calendar days before being posted to the General Ledger (GL). For example, transactions with a Bank Posted date of May 1st would be posted to the GL on May 8th. Changes identified after the transactions are posted to the GL may be accomplished via journal entry.

The above steps are described in the WORKS Workflow document and will be reviewed during the formalized training session.

E. Security Guidelines

The Travel Card is the property of the State of Louisiana and the cardholder is responsible for the physical security and control of the Travel Card and its appropriate use. The Cardholder is also responsible for maintaining the security of card data such as the account number, the expiration date, and the card verification [CVV], the 3-digit security code located on the back of the card.

1. **Fraud or Misuse:** Any recognized or suspected misuse of the Travel Card program should be immediately reported to the Agency Head/Section Head, the OFSS

Program Administrator, the Office of State Travel, the Louisiana Legislative Auditor (LLA) hotline at 1-844-50 FRAUD (503-7283), and/or may be anonymously reported to the State of Louisiana Inspector General's Fraud and Abuse Hotline at 1-866-801-2549. Travel Card Approvers will be required to participate in any disciplinary actions deemed appropriate.

The cardholder should never include the full Travel Card account number in emails, faxes, reports, memos, etc. If an account number is necessary, only the use of the last four or eight digits of the account number is allowed.

The cardholder should never send a copy of the Travel Card if requested by a merchant. If this is required for payment, then the cardholder must use another form of payment other than the State Liability Travel Card.

The cardholder should never give the card account number, User ID or password to someone else.

The cardholder should immediately notify OFSS Program Administrator if fraudulent charges are noticed, as the card may need to be cancelled and another card issued.

2. **Lost/Stolen Cards:** To prevent unauthorized purchases from occurring on the Travel Card cardholders should immediately report lost or stolen cards. Lost, stolen, or fraudulently used Travel Cards must be reported to the Bank of America at 1-888-449-2273 as soon as possible after discovering the loss, theft, or fraudulent use. The cardholder's approving official and OFSS Program Administrator must also be notified.

Lost or stolen cards require card cancellation. Failure to report the loss, theft, or fraudulent use of the Travel Card may result in increased financial loss to the agency. The Cardholder and Approver have the responsibility for communicating the information to the OFSS Program Administrator.

3. **Extended Leave:** To prevent cardholders from making purchases while on extended leave, and to ensure transactions are timely reviewed and approved cardholders and approvers should notify their Travel Card Coordinator when he/she will be on

extended leave. Extended leave is considered to be greater than three (3) working days. The Travel Card Coordinator should notify the Program Administrator via e-mail that the cardholder and/or Approver will be on extended leave, provide the begin date and approximate end date; and designate a temporary alternate approver. The Program Administrator will set the card limit to \$1 or suspend the card and retain documentation supporting the alternate approver is at least one level higher than the cardholder. Upon return of the cardholder and/or approver, the Travel Card Coordinator will notify the Program Administrator via e-mail to re-instate the card limits or cancel the suspension for the cardholder and/or re-instate the approver and remove the temporary approver.

4. **Employee Separation:** To prevent cardholders from incurring unauthorized travelling charges while not employed by the Division of Administration or one of its Ancillary Agencies, the cardholder is to surrender the card to the Travel Card Coordinator. The Coordinator must immediately destroy (cut up) the card and notify OFSS Travel Card Administration via email (or by phone with follow up email confirmation) to cancel the card.

- Note - If transferring from one section to another section within the same agency, consideration will be given on a case-by-case on the need to re-issue a card.

The Approver must complete an exit review, with the cardholder, of the cardholder's transactions, supporting documentation and receipts, and obtain necessary signatures prior to employee's separation.

To ensure adherence to these guidelines, the Approver is required to complete and submit the "Cardholder Exit Review Form" to the Program Administrator.

The OFSS Program Administrator should remove the employee from the list of cardholders for which approver is responsible.

5. **WORKS Workflow System:** Secure all assigned WORKS application User IDs and passwords. Never share User ID and passwords and/or leave the work area while logged into the system or leave log-in information lying in an unsecure area.

F. Spending Guidelines

To prevent undue financial obligations to the State, merchant category codes and individual card limits will be established. Since the State, not the individual employee, will pay for the purchases made with the card, additional controls have been added to the card accounts. These limits are imposed at the point of sale when the card is swiped. In addition to the limits that are controlled at the point of sale by the card, the Division of Administration limit the use of the card through policy. The card may be used only for purchases that are made under delegated authority or items exempt from review and approval by the agency head/section head or the State Travel Office.

1. **Split Purchases** are prohibited. State policy states that a *“single purchase shall not be artificially divided to avoid the single purchase limit or procurement procedures.”* When a cardholder encounters the need to make a purchase that would exceed the single transaction limit, the cardholder must have the Agency/Section Head complete the “Request For Exception To Travel Card and CBA Policy/Procedures” Form and contact the OFSS Program Administrator for instruction and guidance to ensure proper approval from Office of State Purchasing and Travel is obtained. In this instance, the cardholder should not attempt to make more than one transaction to the same vendor on the same day which exceeds the single transaction limit. Such practices violate Section 6 of the current Small Purchase Executive Order which states the following: *“In the absence of a good faith business basis, no purchase or procurement shall be artificially divided within a cost center, or its equivalent, to avoid the competitive process or the solicitation of competitive sealed bids”*. The following link provides access to the complete Executive Order:

<http://www.doa.louisiana.gov/osr/other/bj10-16.htm>

2. **Agency Limits** – The Travel Card may be used for purchases not to exceed the agency single purchase limit up to \$5,000 without prior approval from the Office of

State Purchasing and Travel. The Office of State Purchasing and Travel must approve in writing any authority for a SPL or one time override to be above \$5,000. The standard monthly dollar limit is \$25,000. There are no further agency cardholders spending limits. The cardholder's Agency Head / Section Head or Travel Card Administrator may identify additional limits based on card usage and budget limitations. These limits should be noted on the approved Request Form and kept in the cardholder's file.

3. **Increased Limit** Requests for transaction limits greater than \$5,000 must be approved by the agency head or his designee and submitted to the Travel Card Administrator for further processing to the Office of State Purchasing and Travel.
4. **Changes to Limits** - Requests for changes to card limits should be submitted by the Agency Head / Section Head via email to the Travel Card Administrator. In an emergency or time sensitive situation, the request may be verbal with a follow up email confirmation. Change requests will be kept in the cardholder's file. The Section/Agency Head must complete the "Request for Exception Form" and forward it to the OFSS Travel Card Administrator. This form can be found on the OFSS website http://www.doa.louisiana.gov/OFSS/ofss_forms.htm.
5. **Merchant Activity Type Limits** - Specific types of businesses identified by a Merchant Category Code (MCC) are restricted on the card. If you have difficulty using your card with any particular vendor, please contact the Travel Card Administrator or the Travel Card Help Desk.
6. **Declared Emergency:** In event of a declared emergency by the Governor and to ensure cardholders can make purchases, only those cardholders who are deemed essential employees may have limits increased and additional MCC codes opened for their cards.

To ensure adherence to these guidelines, the Travel Card Coordinator is required to submit a listing, authorized by the Agency/Section Head, of all cardholders

considered essential personnel to the Program Administrator upon the emergency declaration proclaimed by the Governor.

An emergency profile for each cardholder will be created in WORKS by the Program Administrator with a single purchase limit of \$25,000. The Agency Head/Section Head will determine whether the Travel and Rest MCC Group is removed to all for group accommodations. Under no circumstances can the Cash MCC Group be removed as the use of cash is never allowed, even during emergency situations. Approvals for the increased spending limit and opening restricted/prohibited MCC codes will be obtained in accordance with the State's Policy from the Office of State Travel.

The OFSS Program Administrator is responsible for ensuring that all cards are returned to their original profile once the emergency declaration has expired and/or when higher emergency limits are no longer necessary.

G. Usage Guidelines

1. Allowable Usage - Authorized Uses of T-Cards

All purchases made with a Travel Card must be for official agency / section business. Cardholders and approving officials are designated as agency / section purchasing agents and are subject to the provisions of state law.

The Travel Card may be used for:

- Fuel or vehicle maintenance if the Fuel Card and Maintenance Program is not covered in a certain geographic area. Cardholder must maintain documentation supporting why the fuel card was not used.
- Airfare
- State contracted travel agency fees
- Registration for conferences/workshops.
- Hotel/Lodging
- Rental Car

- Parking—only with hotel stay and combined on invoice and Park-N-Fly Parking
- Internet Services—only when hotel stay and combined on invoice
- Shuttle Service—only when pre-paid prior to trip. Not for individual ground transportation during a business trip
- Conference Registration Fees for agency / section personnel on official agency /section business with the requirement that employees not request reimbursement for meals paid with the conference registration fees.
- Agencies / Sections must ensure that conference registration fees for employees paid pursuant to this section are recorded as required by Travel Regulations. Agencies should require employees to capture the aforementioned registration expenses on the employee's travel expense statement. Care should be taken to ensure that the employee clearly identifies those items paid with the Travel Card versus those items requiring reimbursement.
- Repairs and maintenance are authorized for agency vehicles. All costs associated with vehicle repair and maintenance must be reported in accordance with DOA fleet management regulations using the Fuel Man / Fuel Track System.

Note: Consideration of exceptions may be granted on a case by case basis and should be submitted to the Travel Card Administrator.

2. Prohibited Usage

- c. The Travel Card may not be used for:
 - Incidental expenses. Cardholder should present a personal credit card when checking into a hotel to cover any incidental expenses incurred during a business trip and request for reimbursement through LEO Travel.
 - Personal items. The use of the Travel Card for personal expenditures is strictly prohibited. Cardholders who violate this rule must reimburse these funds and, if the violation is determined to be intentional, may be subject to both losses of employment and criminal penalties.
 - Louisiana sales taxes on purchases. Louisiana sales tax should not be paid for hotel, Enterprise in-state vehicle rentals and Park-N-Fly parking charges. Sales tax may be paid when required for vendors out of state.

- Fuel or vehicle maintenance if agency is part of the Fuel Card and Maintenance Program.
 - Membership dues
- d. **Sales Tax:** When using the Travel Card, the cardholder should inform the vendor that the purchase is for official State of Louisiana purposes, and therefore, may not be subject to Louisiana state or local sales tax. If requested by the vendor, cardholders must present an “AP - Sales & Use Tax Certificate of Exemption / Louisiana Form”. The form is available on OFSS’ website http://www.doa.louisiana.gov/OFSS/ofss_forms.htm under P-Card Forms.

It is State Policy not to pay Louisiana State sales tax; however, cardholders may be exempt from obtaining a credit from the vendor-merchant for state sales tax charges of \$25 or less.

Cardholders that continually allow taxes of \$25 or less to be charged to the card will have their Travel card purchasing privileges suspended and/or card cancelled.

If sales tax is erroneously charged by the vendor, cardholders should make every effort to obtain a credit directly from the vendor. Documentation of attempts to obtain credits should be maintained with the transaction documentation. If a credit cannot be obtained from the vendor, the agency must pay the tax. Immediately following the payment of taxes, agencies are required to counsel the cardholder regarding their responsibility to advise vendors of their tax exempt status and warn them that future agency sales tax payments will result in recoupment of the taxes paid from the cardholder.

Please note: Sales tax may not be Disputed through the bank.

- e. **Hotel Incidentals:** Unallowable hotel charges such as room services, movies, double occupancy, as well as other charges which are in excess of official business days (such as personal days added at the beginning or end of a trip/conference) paid by the employee resulting in state, city or parish tax exemption, must be paid by the cardholder to the tax assessing entities. Unallowable costs appearing on the Hotel

Incidentals Report will be reported to the Agency Coordinator for resolution. The Coordinator will have to provide the Program Administrator with documentation supporting the cardholder paid the tax assessing entities. The Coordinator is also responsible for ensure the cardholder was counseled regarding this instance as described as “non-approved purchases” in Section L—Violations Guidelines of this policy.

- f. **Limitations on Vendors:** Cardholder must not make Travel Card purchases from vendors where the cardholder has a financial interest. Cardholder must not accept any gift or gratuity from any source when it is offered, or appears to be offered, to influence your decision-making regarding Travel Card purchases.

- g. **Returns**

If you determine that the material is defective or incorrect, notify the supplier that the item needs to be returned and request an address to ship to, and a Return Authorization Number. Request that the supplier process a credit transaction through the Card. Document that goods have been returned for credit and communicate information through proper channels within unit. Ensure that the credit appears on the next monthly statement. If not, process the charge as a Disputed Transaction.

It is good practice to keep original boxes, containers, and special packaging until you are certain you are going to keep the goods. Some items must be returned in the original packaging.

- h. **Disputed Transactions**

It is the cardholder’s responsibility to resolve discrepancies and ensure credits are received. When a cardholder discovers an incorrect amount has been charged for goods or services received, or a questionable purchase or transaction appears on a cardholder’s monthly statement, the cardholder must immediately seek to resolve the problem with the vendor. Any communications should be documented on the

statement (or attachment) including dates, persons involved, and a brief description of the problem.

If the cardholder is unable to resolve the problem with the vendor, a Travel Card Dispute Form should be completed and faxed directly to Bank of America at the fax number on the form. The Travel Card Coordinator should be notified of the dispute and a copy of the dispute form should be attached to the monthly statement. The cardholder should check the following month's statement to ensure that credit was received.

Please note: Disputes must be submitted within 60 days of the statement date.

H. Accountability Guidelines

1. **Section/Agency Heads:** Section/Agency heads are accountable for establishing, maintaining and ensuring cardholders and approvers are compliant with State and Division of Administration Travel Card purchasing policies. Ultimate responsibility for an agency's program resides with the Section/Agency Head. The Section/Agency Head may delegate operational responsibility to a Travel Card Coordinator, but delegation does not relieve the Agency Head of program responsibility. Below are practices the Section/Agency Head are responsible for:
 - Determining appropriate cardholders and setting individual cardholder limits for single transactions, daily and/or cycle transaction limits.
 - Notifying OFSS Program Administrator of the need to open any MCC Codes which are classified as "R" for restricted. MCC codes which are classified as "P" for prohibited are never allowed.
 - Ensure compliance that cardholder paid tax assessing entities as described in Section G—Usage Guidelines, of this policy for unallowable hotel incidentals that were charged resulting in an unauthorized tax exemption for charges such as room services, movies, double occupancy for additional non-state employees, etc as well as other charges which are in excess of official business days (such as personal days added at the beginning or end of a trip/conference) and compliance

with counseling employee as described in Section L—Violations Guidelines of this policy.

- Determining allowable merchant category codes based on individual needs and the State's allowances.
- Maintaining budgetary controls.
- Ensuring compliance with providing Exit paperwork as described in Section E—Security Guidelines (Employee Separation) of this policy when employees separate or are terminated from employment with the Division of Administration. The exit procedures should include a review by the cardholder and supervisor of all current charges on the account, verifying that all necessary supporting documentation, receipts and required signatures have been obtained.
- Ensuring that cards requested to be cancelled are returned to the OFSS Program Administrator to cancel and destroy.
- Ensuring compliance with suspending or cancelling cardholder privileges and/or designating temporary approver during extended absences of cardholders and approvers as described in Section E—Security (Extended Leave) of this policy.
- Monitoring the issuance of cards, ensuring prompt reconciliation of periodic statements.
- Ensuring compliance with counseling and/or disciplining employees for violation of program guidelines as described in Section L—Violations Guidelines of this policy.
- Ensuring compliance with counseling and recoupment of Louisiana sales taxes as described in Section G—Usage Guidelines (Prohibited Usage) of this policy.
- Maintaining list of all cardholder's names.
- Review annually with cardholder approvers, the cardholder limits to ensure appropriate utilization. Maintain files showing compliance with this requirement.

- Ensure that purchases made utilizing Amazon, PayPal, EBay, etc. are allowed only upon completion of the On-Line Purchase Account Acknowledgement Form identifying the account name as the state agency and shipment address as the state agency physical address. A form for each online account is required. The agency must have access to view the accounts online while verifying that all purchases were business related, email receipts were not altered and that all purchases are being delivered directly to the agency.
2. **Approvers:** Approvers are accountable for conducting accurate and timely review of2. cardholder purchases. The approver must review and verify assigned cardholders Travel Card purchases. Ensure appropriateness of purchases to the best of their knowledge. Verify completeness of Travel Card documentation including signed & reconciled monthly bank statements, sign off in WORKS, if applicable, and detailed back up documentation (receipts). Provide evidence of the review through a signature on the bank statement. Report cardholder's monthly compliance status to unit Coordinator. Ensure the use of online accounts Amazon, EBay, PayPal, etc. are not combined with personal accounts.
- Obtain, review and understand the state and agency policies, PPM49 and all applicable rules, regulations, policies, procedures, guidelines, statutes, executive orders and, if applicable.
 - Keep well informed of program updates as sent from OFSS Program Administrator or anyone associated with the State Liability Travel Card Program.
 - Review, at a minimum annually, all cardholders along with profile limits to ensure appropriate utilization of the card and program intent and contact OFSS Program Administrator to make necessary adjustments.
 - Ensure that cardholder is never the final approver of his own monthly transactions.
3. **Cardholders:** Cardholders are accountable for abiding by DOA and State policy when making purchases utilizing the Travel Card. The cardholder is accountable for all transactions on his card. To reinforce the doctrine of cardholder accountability with agency oversight of the Travel Card, each card is to be under the control of the

cardholder. Card-sharing is prohibited. Cardholders may not lend their card or card number to anyone.

The cardholder should use basic security measures, as outlined below, to prevent unauthorized use and limit the potential for fraud.

- Sign the card immediately upon receipt.
- Always keep Travel Cards and account numbers in a secure place.
- Safeguard the Travel Card as you would your personal credit card.
- Be aware of your surroundings when using the card.
- Monitor card activity in Works Travel Card Manager.
- Reconcile monthly statements in a timely manner.

4. **Program Administrator:** To ensure the Division of Administration Sections and Ancillary Agencies are compliant with the State of Louisiana State Liability Travel Card and CBA Policy the Program Administrator is responsible for the following:

- Serving as the Program's Training Coordinator.
- Keeping well informed of program updates along with dissemination of this information to the Department Head, cardholders, CBA administrator, cardholder approver and any other agency personnel as deemed appropriate.
- Performing post audits of cardholder transactions to monitor appropriate use while verifying that purchases are made in accordance with, Louisiana Statutes, Executive Orders, State Liability Travel Card and CBA Policy and PPM49, if applicable.
- Certifying monthly that the audit procedures have been conducted and submitted to the Office of State Travel. These procedures entail that the required reports have been completed, the necessary findings have been investigated, documented and handled appropriately.
- Educating program participants on state and agency policy requirements, procedures.
- Educating program participants on the use of the card sales tax requirements.
- Educating cardholders on process of reporting a card lost, stolen and/or any fraudulent activity.
- Requesting cards, users in WORKS and performing any maintenance necessary for agency cardholders. Issuing secure User ID's for each cardholder, approver,

CBA administrator, accountant, auditors and agency program administrator in all WORKS applications.

- Establishing Corporate Business Accounts (CBA's) and determining proper administrators/approvers. The contract travel agency must be notified of authorizers for each CBA account.
- Maintaining the annual, original signed agreement form for the State of Louisiana Corporate Liability Travel Card Program for all participants.
- Providing program participants with a copy of the signed agreement along with the state and agency policies, or a link to all policies, procedures, rules, regulations, executive orders and PPM49.

5. OFSS Section: OFSS Section personnel are accountable for ensuring that all travel transactions are accurately reported in the states accounting system - ISIS. To accomplish this OFSS Payment Section is responsible for:

- Establishing and assigning default/override accounting codes for transactions not otherwise coded through the electronic online WORKS Workflow.
- Notifying OSRAP of all instances that will require a change in the accounting structure.
- Updating user restrictions within WORKS Workflow.
- Ensuring a clearing [TTTT] or override organization code is set up for each corporate account [ISIS Agency] for miscellaneous charges and for cardholder transactions that have an incorrect or missing code.
- Reconciling cardholder statement to electronic payment [P3 Travel Card Vendor Payment Voucher Input Form] and distributing costs from the default/override accounting codes to the proper accounting codes.

I. Documentation Guidelines

All purchases are required to have documentation supporting the business purpose of the transaction. Documentation summarizing the monthly transactions and documenting that appropriate approvals occurred are also required. Cardholders, Section/Agency Head, Supervisors and Approvers are responsible for the following:

- Documenting the reason for the purchase [case number, project, etc.] on the receipt along with signature from cardholder and supervisor.
- Ensure that a log is completed by each cardholder, that the log corresponds with the monthly billing statement and that the log and statement are signed by both approver and the cardholder.
- Always submit approvals with all necessary documentation including complete line item descriptions where generic description is on receipts such as “general merchandise” (both paper and electronic) in a timely manner.
- Ensure that supporting documentation, including the signed log or approved electronic log and signed statements, by both approver and the cardholder, along with any findings and justifications are sent to the agency’s fiscal office for review, where the documentation will be maintained in one central location, in accordance with the state’s requirements and the agency’s policy.
- All paper supporting documentation, including the signed log or approved electronic log and signed memo statement, along with any findings and justifications are to be scanned into WORKS Workflow and attached to each applicable transaction.
- Ensure that immediate supervisors/approvers are verifying and ensuring that transactions are appropriate, accurate, have a business reason and business need for the purchase, all receipt dates and other supporting documentation dates are applicable with known need or business travel, if applicable, and approved.
- Documentation of approval must be accomplished by a signature on a paper Travel Card log, and electronically online by signing off on the transaction. Approval by the approver certifies that the documentation is acceptable for each transaction; that it was for official state business; that it is in compliance with appropriate rules and regulations; and that it has been reviewed and is approved.
- For items purchased over the counter, the cardholder should obtain the customer copy of the receipt. When ordering by telephone, fax or computer, the cardholder must obtain a packing list or similar document. For items such as registration, where the vendor does

not normally generate a receipt or packing slip, a copy of the ordering document may be used.

- For internet purchases, the print out of the order confirmation showing the details, or the printout of the order details, or the shipping document if it shows what was purchased, the quantity and the price paid will suffice for the itemized receipts.

If the documentation for a transaction has been lost, it is the cardholder's responsibility to obtain a duplicate from the vendor. If a duplicate cannot be obtained, the cardholder should complete the Travel Card Receipt Replacement Form for the file to serve as the documentation. The Travel Card Receipt Replacement Form should contain the itemized information for the transaction, and describe the cardholder's attempt to obtain a duplicate from the vendor. Travel Card Receipt Replacement Forms may only be used on an exception basis. Excessive use of the form defined as more than three times in one fiscal year, may result in suspension of card privileges.

- **Retention**

To ensure documentation is maintained that support the evidence of retention, all Division of Administration Sections and Ancillary Agencies are required to timely remit monthly original BOA credit card statement and receipts to the OFSS. OFSS will ensure documentation is retained to be in accordance with fund requirements – for a minimum of 7 years and to be made readily available for review/audit if requested.

J. Audit Guidelines

The Program Administrator will retrieve the following reports for each Division of Administration Section and Ancillary Agency by the 10th of the month. The Agency/Section Coordinator will be required to complete the "Travel Card Compliance Reporting Justification" form for all items appearing on the following reports and obtain Agency/Section Head Approval:

- ❖ **Activity in Closed/Suspended Account Report:** Provides an explanation for transactions that occurred in closed or suspended accounts.
- ❖ **Airline Incidentals Report:** Provides an explanation for transactions considered airline incidentals. Such items as baggage fees and/or excess/overweight baggage fees are not allowed unless approval has been received. Airline transactions are governed under the DOA Travel Policy unless a cardholder was granted travelling privileges on the Travel Card.
- ❖ **Hotel Incidentals Report:** Provides an explanation for transactions considered hotel incidentals. Hotel transactions are governed under the DOA Travel Policy unless a cardholder was granted travelling privileges on the Travel Card.
- ❖ **Non-Contracted Car Rental Report:** Provides an explanation for car rental transactions with non-contracted car rental companies. A justification as to why cardholder is using a car rental company other than Enterprise, National or Hertz is required.
- ❖ **Single Transactions Exceeding \$5,000 Report:** Provides an explanation for items exceeding the states single transaction limit threshold of \$5,000.
- ❖ **Allowed MCCs—Food and Alcohol:** Ensure that proper approval was obtained from Office of State Travel for purchases of food and alcohol.
- ❖ **Decline Report:** Provides an explanation for declined purchase attempts of the cardholder.
- ❖ **Card Status Report:** Verify that each cardholder has been assigned the correct profile and all limits are correct.

The Program Administrator is responsible for filing all reports and applicable “Travel Card Compliance Reporting Justification” forms and for determining whether an investigation of transactions is warranted and/or whether a cardholder or approver need a refresher training course, re-certification of the state’s online training, counseling, cancellation of card, and/or whether possible changes to cardholder’s limits, profiles and MCC groups are needed.

The Program Administrator will forward the “Monthly Report Certification Acknowledgement” Form to the Office of State Travel by the 9th of the month acknowledging that all reports were generated, that requirements of the policy have been completed and necessary findings have been investigated, documented and handled appropriately.

K. Reconciliation Guidelines

- **Required Documentation:** Documentation supporting the date of purchase/service, the vendor name, complete description of the item, not a generic description such as “general merchandise” purchase amount and receipt date must be maintained by the cardholder for each purchase transaction.

The fund/agency/organization number and object will be required to be entered in the WORKS Workflow System by the cardholder or approver

Cardholders will receive paper billing statements monthly from Bank of America within approximately 5 business days of the close of the billing cycle. If not received, the cardholder must contact the Program Administrator so that a statement can be obtained.

- **Reconciliation:** Reconcile purchases/services appearing on the billing statement and/or in the WORKS Workflow System to vendor receipts or other vendor supplied supporting documentation.

A monthly memo statement will be generated by Bank of America and mailed to the cardholder. When the cardholder receives the statement, it must be reviewed and reconciled against the accountable documents retained from each transaction. If the cardholder believes a transaction listed on the statement is incorrect, then procedures outlined in the Disputed Transactions section should be followed.

The reconciled statements are to be signed by the cardholder and counter signed (verified) by the approver designated by the Agency / Section Head or Travel Card Coordinator / Administrator. In no instance, should the cardholder and approver be the same person for signature purposes.

Cardholders must provide the monthly Travel Card reconciliation package, consisting of the signed bank statement and appropriate accountable documentation (as described in Section I—Documentation Guidelines of this policy) to their Approver within 20 days of the statement date. The Approver's verification process must be completed in time for the Coordinator, or other agency designee, to submit a status report on all card reconciliation packages to the Travel Card Program Manager via the on-line Monthly Travel Card Compliance report within 45-days of the statement date. In the event the coordinator is also a cardholder, the agency must designate another employee to perform the reporting duties for the coordinator's card. In no instance should a coordinator be allowed to approve or report on the compliance for their own card.

Cardholder's cards whose reconciliation packages are not reported as complete within the 45-day time-frame will be suspended. Repeated non-compliance will result in card cancellation. If a cardholder has multiple cards, all cards will be suspended /cancelled. Cards will be suspended /cancelled as follows:

- First Offense - PCard(s) suspended 7-days or until written notification (email is acceptable) is received that the reconciliation package is complete and the cardholder is in compliance, whichever is greater. PCard Coordinator will be notified of suspension.
- Second Offense - PCard(s) suspended 30-days or until written notification (email is acceptable) is received that the reconciliation package is complete and the cardholder is in compliance, whichever is greater. Cardholder must re-certify by completing the on-line "PCard Cardholder Training & Certification" tutorial. PCard Coordinator and Agency Head will be notified of suspension.
- Third Offense - PCard(s) cancelled. Agency Head may request cardholder be re-instated after 90 days provided written notification (email is acceptable) is

received that all reconciliation packages are complete. Cardholder must re-certify by completing the on-line "PCard Cardholder Training & Certification" tutorial. PCard Coordinator, Agency Head, and the Office of Human Resources will be notified of cancellation.

Please note: In extenuating circumstances (such as extended travel, on leave, etc.), agencies may request that specific cards be exempted from suspension for a brief period.

- **Review:** Approver should review the items appearing on the billing statement against the original vendor receipts or other original vendor supporting documentation that has been scanned in the WORKS Workflow System. Approver is responsible for ensuring that the documentation contains a complete description of the item purchased, not a generic description such as "general merchandise;" and that the purchase was related to a business purpose. Approver must sign the memo statement and Travel Card log or electronically approve the transaction in the WORKS Workflow System.
 - ***Note: The cardholder shall never be the final approver of his own monthly Travel Card log/online transaction.***
 - The Approver must notify the Agency/Section Head and Program Administrator if it is determined that personal or other unauthorized charges are occurring on the card.
- **Forward:** The cardholder should forward the original memo statement, paper billing statement and vendor receipts or other vendor supplied supporting documentation to the Approver. The Approver is responsible for ensuring that the unaltered original documentation is forwarded to the OFSS Payment Section at: OFSS, Claiborne Building, Suite 6-180 by the 10th of the month upon notification by the Approver that the reconciliation is approved.
- **Accounting:** OFSS Payment Section is responsible for immediately reviewing the P3's upon their posting and determining if any discrepancies exists. If discrepancies are discovered, the Program Administrator must be notified so that proper resolution can be made with Bank of America.

OFSS Payment Section is also responsible for allocating charges appearing in the default “PPPP” code to the proper accounting codes by utilizing the Travel Card exceptions report and the 1G08 Report of detailed transactions to research the transaction and determine proper resolution. All such transactions must be resolved prior to receiving the next month’s statement to prevent reoccurring errors.

OFSS Payment Section is also responsible for preparing journal voucher documents to credit the default accounting codes and debit the appropriate organization, object, reporting category, etc. as well as reconciling the billing statement at the corporate account level to the electronic payment made to Bank of America.

To ensure adherence to these guidelines, the OFSS Payment Section Accountant Manager is required to forward a copy of the reconciled corporate account to the electronic payment made to Bank of America to the Program Administrator by the 30th of the month following the month reconciled.

L. Violations Guidelines

In the event that a Division of Administration Section or Ancillary Agency fails to comply with the requirements for participation in the Travel Card Program, the result of noncompliance may be removal from the Travel Card/CBA Program.

In the event that an Approver fails to comply with the requirements for participation in the Travel Card Program, noncompliance could result, at a minimum, in the following:

- Written counseling which would be placed in the employee’s file for a minimum of 12 months.
- Consultation with Program Administrator and possibly Agency/Section Head and Internal Audit Section.
- Disciplinary action, up to and including termination of employment
- Legal actions, as allowed by the fullest extent of the law.

An employee suspected of having misused the Travel Card/CBA with the intent to defraud the state will be subjected to an investigation. Should the investigation result in

findings which show that the actions of the employee have caused impairment to state service, and should those findings be sufficient to support such action, the employee will be subject to disciplinary action. The nature of the disciplinary action will be at the discretion of the Appointing Authority and will be based on the investigation findings and the record of the employee. Any such investigation and ensuring action shall be reported to the Legislative Auditor, the Office of Inspector General and the Director of the Office of State Purchasing and Travel.

When a non-approved purchase occurs, the cardholder should be counseled to use more care in handling the Travel Card/CBA. The counseling should be in writing and maintained in the employee's file for no longer than one year unless another incident occurs. The employee should be made to pay for the item purchased inappropriately. Payment should be by money order or cashier's check. Should another incident of non-approved purchase occur within a 12-month period, the Appointing Authority should consider revocation of the Travel Card/CBA.

To ensure adherence to these guidelines, each instance of a non-approved purchase discovered by the Approver must be reported to the Program Administrator on the "Non-Approved Purchase Acknowledgement" Form. The Program Administrator is responsible for ensuring proper counseling is documented, funds are repaid to the state and/or corrective action was implemented.

Note: In the event that an unauthorized charge is placed on the individual's state corporate liability Travel Card, the cardholder is prohibited from making a payment directly to Bank of America. This will cause the monthly statement billing file to be out of balance. To avoid this situation, the cardholder should report all unauthorized charges to the Program Administrator immediately. The cardholder will be required to reimburse the state for the purchase.

M. CBA Account Guidelines

Division of Administration Sections and Ancillary Agencies Section/Agency Head can complete the “Request for a CBA Account” Form and submit it to the Program Administrator for proper handling and approval.

If approved, the Section/Agency will be required to designate an Administrator/Authorizer, having the same duties, obligations and responsibilities as a cardholder. This person will be responsible for ensuring that the CBA Account is paid timely and in full each month with one electronic funds transfer to Bank of America.

This person will also be subjected to the “Security Guidelines” and “Violations Guidelines” established in this policy.

The CBA account will have an overall cycle limit that reflects the agency’s travel patterns. These limits must be judiciously established and adhered to accordingly. The Section/Agency Head is responsible for establishing the overall card cycle limit.

The CBA accounts are the direct liability of the State. Each agency is responsible for ensuring all accounts are paid timely and in full each month with ONE electronic funds transfer (EFT) to Bank of America.

Charges to the CBA account must be for official state business. If it is determined that personal or other unauthorized charges are occurring on the CBA account, appropriate steps, up to and including dismissal shall be taken to resolve the misuse/abuse of the account.

The CBA Account Administrator should treat the account similar to a credit card and shall never include the full CBA account number in emails, fax, reports, memos, etc. If an account number is necessary, only the use of the last four or eight digits of the account number is allowed.

Note: CBA accounts do not allow issuance of a plastic card. These are referred to as ghost accounts.

Definitions

- ✦ **Account holder/ Cardholder** - terminology used to reference the employee that has been issued a Travel Card.
- ✦ **Approver** - The employee designated by the unit to review and verify cardholder transactions. The person must be at least one level higher than the cardholder.
- ✦ **Agreement Form** – A form signed by a program administrator, cardholder and cardholder approver, annually, that acknowledges they have received required training from agency, completed the state's certification requirement and received a passing score of at least 90, understands the Travel Card Policies, both state and agency and accepts responsibility for compliance with all policies and procedures.
- ✦ **Cardholder** - Employee who has been issued a Travel Card.
- ✦ **Card Issuer** - Bank of America, the bank issuing State of Louisiana's Travel Card.
- ✦ **Cardholder Enrollment Form** – A form that initiates the Travel Card issuance process for the cardholder.
- ✦ **Controlled Billed Account (CBA)** –a credit account issued in an agency's name (no plastic cards issued). These accounts are direct liabilities of the State and are paid by each agency. CBA Accounts are controlled through an authorized administrator(s) to provide means to purchase any allowed transactions/services allowed in the current State Liability Travel Card and CBA Policy. Please realize that although other travel related charges are now allowed on the CBA account, the traveler should be aware that there is no plastic issued for a CBA to ensure that this will not impair his travel plans.
- ✦ **Cycle Cutoff** - The date the monthly statement is issued, the 5th of each month (excluding weekends and holidays).
- ✦ **Cycle** - the period of time between billings. For example, the State of Louisiana Travel Card closing period ends at midnight the 5th of each month. Synonymous with "billing cycle"
- ✦ **Cycle Limit** –maximum spending (dollar) limit a Travel Card/CBA is authorized to charge in a cycle. These limits should reflect the individual's purchasing patterns. These are preventative controls and, as such, should be used judiciously.
- ✦ **Department Head / Division Head / Agency Head / Section Head** - For purposes of these instructions refers to the Commissioner, Deputy Commissioner, Chief Advisor, Assistant Commissioner or Section Head with budget authority for unit, or their designee.

- ✦ **Commissioner/Deputy Commissioner/Chief Administrator** - Responsible for the acquisition of goods and services at . Serves as the agency's primary liaison with the State of Louisiana Office of State Purchasing.
- ✦ **Disputed Item** – Any transaction that was double charged; charged an inaccurate amount, or charged without corresponding goods or services by the individual cardholder.
- ✦ **Electronic Funds Transfer (EFT)** – an electronic exchange or transfer of money from one account to another, either within the same financial institution or across multiple institutions.
- ✦ **Electronic Signature** – An electronic sound, symbol or process attached to or logically associated with a record or executed or adopted by a person with the intent to sign the record.
- ✦ **Employee Agreement Form** - The written agreement between Agency and the cardholder.
- ✦ **Forms and Manuals** - Forms and user manuals are available online at the OFSS Website http://www.doa.louisiana.gov/OFSS/ofss_forms.htm . Revisions to the forms and manuals may be frequent. All employees should check the website often for current versions.
- ✦ **Fraud** – Any transaction, intentionally made that was not authorized by the cardholder or not for Official State Business.
- ✦ **Incidental Expense** – if travel expenses have been approved by the Office of State Travel, these would be the expenses, incurred while traveling on official state business, which are not allowed on the state liability Travel Card. Incidentals include, but are not limited to meals; fees and tips to porters, baggage carriers, bellhops, hotel maids; transportation between places of lodging/airport such as taxi; phone calls and any other expense not allowed in the State Liability Travel Card and CBA Policy.
- ✦ **INTELLILINK** – Visa's web-base auditing tool which is used to assist with monitoring and managing the agency's card program usage to ensure that card use conforms to all policies and procedures.
- ✦ **ISIS** – State of Louisiana's integrated system used for accounting, financing, purchasing, and contracting functions.
- ✦ **LaGov** – State of Louisiana's newest integrated system used for accounting, financing, logistics, human resources, travel and data warehouse storage and reporting.
- ✦ **Merchant Category Code (MCC)** – standard code the credit card industry uses to categorize merchants based on the type of goods or services provided by the merchant. A merchant is assigned a MCC Code by the acquiring bank.

- ✦ **Merchant Category Code Group (MCCG)** – a defined group of merchant category codes. MCCGs are used to control whether or not cardholders can make purchases from particular types of merchants.
- ✦ **Merchant** –a business or other organization that may provide goods or services to a customer. Synonymous with “supplier” or “vendor”.
- ✦ **Travel Card Administration**
OFSS unit that manages the day-to-day operations of the Travel Card Program for the Division of Administration, the Division of Administration Ancillary Budget Units and its client agencies.
- ✦ **Travel Card Administrator** - OFSS representative
- ✦ **Travel Card Coordinators** - Section/Agency representatives responsible for facilitating the Procurement Card Program within their section/agencies.
- ✦ **Travel Card Helpdesk** - Travel Card Administration point of contact to assist with questions/concerns is available via phone at 225-342-0700 or [e-mail](#).
- ✦ **Policy and Procedure Memorandum 49 (PPM49)** –the state’s general travel regulations. These regulations apply to all state departments, agencies, boards and commissions created by the legislature or executive order and operating from funds appropriated, dedicated, or self sustaining; federal funds, or funds generated from any other source. <http://www.doa.louisiana.gov/osp/travel/travelpolicy.htm>
- ✦ **Single Purchase Limit (SPL)** - the maximum spending (dollar) limit a Travel Card is authorized to charge in a single transaction. The SPL limit may be up to \$5,000; however, this limit should reflect the individual’s purchasing patterns. These are preventative controls and, as such, should be used judiciously. Purchases shall not be split with the intent of and for the purpose of evading the Travel Card single purchase limit set for cardholders.
- ✦ **Travel Card** - a credit account issued in an employee’s name. This account is the direct liability of the State and is paid by each agency. Travel Card accounts are the preferred means of payment for purchases of goods and services. This is also referred to as the LaCarte Card, Purchasing Card and/or Procurement Card.

- ✚ **Travel Card/ Billing Cycle Purchase Log** –Paper and electronic, once the agency has completed the implementation of Workflow, this log is used in the reconciliation process for purchases/services charged during the billing cycle. The log is used to document cardholder approval of purchases billed by matching the paper billing statement, received from the bank, to the log and the documentation obtained from the vendor(s). Approval of the log by the cardholder can either be by signature (paper log) or electronic signoff (through WORKS Workflow reconciliation). Likewise, the designated approver (supervisor of cardholder which is at least one level higher than cardholder) can either be by signature (paper) or electronic signoff (online in WORKS Workflow).
- ✚ **The Manual** - Refers to this instruction booklet.
- ✚ **Transaction** - a single purchase. A credit also constitutes a transaction.
- ✚ **Transaction Documentation** –all documents pertaining to a transaction, both paper and electronic. The documentation is also used for reconciliation at the end of the billing cycle and is to be retained with the monthly reconciliation documentation for review and audit purposes. Examples of transaction documentation include, but are not limited to: itemized purchase receipts/invoices (with complete item descriptions, not generic such as “general merchandise), receiving documents, credits, disputes, and written approvals. If travel has been approved, documentation should also contain airline exceptions, justifications, approvals, travel authorization, travel expense, etc.
- ✚ **WORKS** – Bank of America’s web-based system used for program maintenance, card/CBA issuing/suspension/cancellation and reporting.
- ✚ **WORKS Workflow** – Bank of America’s online system that includes user profiles and transaction workflow. For ISIS and LaGov interfaced agencies, transactions are coded and interfaced to the ISIS/LaGov systems for payment monthly.